



Products Overview

Health Care Excel (HCE) has evolved into a multi-contract organization, serving both the private sector and federal and state governments. The company's array of products is continually growing to meet and exceed customer expectations. The list provided below is a broad overview of HCE's capabilities.

- **Utilization Management Review:** HCE has nearly 30 years of experience in providing clinically sound medical utilization and review services for Medicaid and Medicare customers. Our experience includes behavioral health, physical health, durable medical equipment and supplies, and numerous other review types. We conduct prior authorization review, concurrent review, validation review, and on-site post payment and medical record reviews. In addition to fee-for-service and primary care case management, we are experienced with external quality review service for managed care organizations.



- **Restricted Card Program:** This program identifies members who overutilize Medicaid-covered services and limits the providers these members are eligible to see without authorization by the primary medical provider. HCE identifies and monitors recipients who show patterns of excessive or uncoordinated use of prescription drugs, emergency room services, and physicians.
- **Quality of Care Case Review:** HCE quickly and effectively researches complaints regarding questionable quality of care based upon written complaints. Upon receiving a complaint, a confidential investigation is pursued. A customer satisfaction survey is used as an ongoing guide for improving the process.
- **Quality Management Solutions:** Our company is committed to continuous quality improvement (CQI) in all aspects of our operations. A focus on customer satisfaction is how the organization performs internal and external business. We are dedicated to delivering quality services and products that meet or exceed the expectations of our customers. We strive constantly for excellence in service and continual, measurable improvement.

Understanding our customer's expectations is key to understanding performance improvement and the desired outcomes from the customer's perspective. HCE expects all personnel to enhance their ability to provide high quality services through all aspects of their job performance. Our leadership establishes the basis for procedures and focuses on customer needs and satisfaction.

- **Medical Policy Development:** HCE assembles panels of health care experts to provide clinical and practical advice as a client develops new medical policies. Activities include in-depth research, report preparation, fiscal and cost-benefit analysis, and generation of detailed recommendations for policy additions and changes.
- **Educational Programs:** HCE sponsors a variety of educational programs, offering continuing education credits where applicable. Programs are in the form of provider-specific seminars, an annual health forum, and on-line educational activities such as Quality Health Care for the 21st Century.
- **Quality Gateway Virtual Library:** Quality Gateway (www.qualitygateway.org) is a one-stop web site that collects and provides easy access to a virtual library of health-related documentation, a calendar of conferences and educational opportunities, and links to the latest health care news. HCE's professional staff evaluates the quality and usefulness of all entries on the site.